



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications of Orion, Inc.
for quarter ending September 30, 2008

| Performance Data | July | August | September | Quarterly Average |
|--|----------|----------|-----------|----------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 4.61 | 5.15 | 3.75 | 4.50 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 5.15 | 4.82 | 4.77 | 4.91 |
| C. Repair Office Answer Time [730.510(b)(1)] | 118.00 * | 119.00 * | 97.00 * | 111.33 * |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 185.00 * | 204.00 * | 186.00 * | 191.67 * |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 90.91% * | 96.97% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.50 | 0.80 | 1.10 | 0.80 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 0.00% | 0.00% | 0.00% | 0.00% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 10.00% | 3.70% | 3.57% | 5.76% |
| J. Missed Repair Appointments [730.545(h)] | 1 | 1 | 0 | 1 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments



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